



# **PROVINCIAL ADMINISTRATOR'S OFFICE**

## **CITIZEN'S CHARTER 2021 (1<sup>ST</sup> Edition)**



## **PROVINCIAL ADMINISTRATOR'S OFFICE**

### **I. Quality Policy:**

The **Provincial Government of Sorsogon** is committed to provide quality, effective and efficient local government structure and services to ensure the satisfaction of, and be responsive to the needs of its constituents and stakeholders in the areas of healthcare, environment and education, agriculture, rural advancement, tourism promotion, social welfare and other administrative services. It shall encompass all the functional areas of the Provincial Government, thereby making Sorsogon and Sorsogonans truly First.

To uphold this commitment, we shall:

- Formulate Quality Objectives on all functional areas aligned with the National Government standards, thrusts and programs;
- Strongly comply with the provisions set forth by RA 7160 and other applicable statutory and regulatory requirements;
- Develop human resources in order for them to achieve their full potentials and ensure their active participation through innovative approaches;
- Uphold client focused and output-oriented services at all levels of the Organization through effective communication, collaboration, and values-laden environment thereby achieving client satisfaction as well as that of other stakeholders.

All employees, including those outsourced processes, are enjoined to know the importance of the Quality Management System and their responsibility to ensure the effectiveness and responsiveness of the Organization to anyone who may ask for our help, assistance and guidance.

The **Provincial Government of Sorsogon** shall demonstrate strong leadership and management in the establishment, implementation and continual improvement of the Quality Management System aligned to ISO 9001:2015 across all levels.



**PROVINCIAL ADMINISTRATOR'S  
OFFICE**

**LIST OF SERVICES**

**PROVINCIAL ADMINISTRATOR'S  
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**External and Internal Services**

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**PROVINCIAL ADMINISTRATOR'S  
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# **PROVINCIAL ADMINISTRATOR'S OFFICE**

**Internal and External Services**



**PROVINCIAL ADMINISTRATOR'S  
OFFICE**

**1. PUBLIC SERVICE**

**a. DOCKETING SERVICE**

The Docket Office facilitates and monitors the receiving, organization and distribution of documents under the Provincial Government of Sorsogon and the tracking of said documents until completion both from external and internal.

<b>Office or Division:</b>	Provincial Administrator's Office (Docket Office)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Provincial Government Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request		Provincial Administrator's Office		
Rental Fee		Provincial Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>DURATION</b>	<b>PERSON RESPONSIBLE</b>
Forward communications addressed to specific offices	Receive incoming communications addressed to specific offices from clientele/private sectors/NGAs/LGUs	None	5 minutes	Messengerial/Liaison
	Retrieve outgoing documents from the Offices both inside and outside the Provincial Capitol Compound for organization, distribution and review of the Heads of the Offices that are under the Provincial Government of Sorsogon	None	10 minutes	Messengerial/Liaison Rider/Liaison
	Organize and deliver documents		20 minutes	Messengerial/Liaison

	to specific Offices for review, approval and action response			
	Record and input the communications for routing process and delivery		10 minutes	Messengerial/Liaison Computer Operator
	Monitor and directly inform the clientele the status and whereabouts of the completion of their transactions		5 minutes	Computer Operator Administrative Officer II
	Review, approve and provide appropriate action for the documents addressed to their Offices		15 minutes	PGDH of the Specific Office

## **b. RENTAL OF PROPERTIES OWNED BY THE PROVINCIAL GOVERNMENT**

Rental of the Sorsogon Provincial Gymnasium, utilization of equipment and other fixtures at the Provincial Gymnasium and utilization of Capitol Grounds/Spaces within the Capitol Building.

<b>Office or Division:</b>	Provincial Administrator's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	External Clients, Provincial Government Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request		Provincial Administrator's Office		
Rental Fee		Provincial Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>DURATION</b>	<b>PERSON RESPONSIBLE</b>
Submit letter request to the Office of the Provincial Administrator	Receive and record Letter Request	None	5 minutes	Administrative Aide II
	Check the availability of the Sorsogon Provincial Gymnasium	None	3 minutes	Administrative Aide II
	Review and Approval	None	15 minutes	Provincial Administrator

	Delivery and/or notice of responses	None	15 minutes	Administrative Aide II
Inquire for the rental fee	Determine Rental Fees based on length of time on utilizing the facility	(Depending on the duration of time)	1 hour	(refer to Provincial Treasurer's Office)

Fees: (Provincial Ordinance No. 2014-1 Provincial Charges)

Note: There have been changes due to COVID health protocols.

### c. CORRESPONDENCES, RECORDS AND REPORTS

Receipt, recording, filing of communication addressed to the Office of the Provincial Administrator, and/or release, delivery of responses.

<b>Office or Division:</b>	Provincial Administrator's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Provincial Government Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Communication addressed to the Provincial Administrator		Provincial Administrator's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>DURATION</b>	<b>PERSON RESPONSIBLE</b>
Submit documents for signature and/or approval of the Provincial Administrator	Receive incoming communications addressed to the Office of the Provincial Administrator	None	5 minutes	Admin Aide II or Admin Assistant
	Record the communications for routing		2 minutes	Admin Aide II or Admin Assistant
	Review and approval		15 minutes	Provincial Administrator
	Recommend and endorse to the Provincial Governor, if necessary		10 minutes	Provincial Administrator
	Final approval		30 minutes	Provincial Governor
	Delivery to the Docket Office		15 minutes	Admin Aide II or Admin Assistant

Communications or letters from residents of the Province of Sorsogon addressed to the Office of the Provincial Governor and endorsed to the Provincial Administrator to make necessary actions.

<b>Office or Division:</b>	Provincial Administrator's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	External Clients, Provincial Government Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Communication addressed to the Provincial Administrator		Provincial Administrator's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>DURATION</b>	<b>PERSON RESPONSIBLE</b>
Forward communications or letters	Receive communications from the Office of the Provincial Governor	None	5 mins.	Admin Aide II or Admin Assistant
	Record the communications for routing		2 mins.	Admin Aide II or Admin Assistant
	Review and determine necessary actions and responses		15 mins.	Provincial Administrator
	Response letter addressed to the concerned individual or entity		30 mins.	Information Officer
	Delivery to the Docket Office		15 mins.	Information Officer

## 2. ADMINISTRATIVE SERVICES

### a. DOCUMENTS FOR APPROVAL OF PROVINCIAL ADMINISTRATOR

Travel Order, Authority to Travel, including Clearances, Terminal Leave and Application for Leave of Officers and Employees of the Provincial Government of Sorsogon.

Disbursement Vouchers and Obligation Requests of various expenses, remittances, payrolls of regular or permanent employees and job order personnel, including the authority to debit with DBP and LBP for ATM servicing of salaries, RATA and other benefits of the employees.



<b>Office or Division:</b>	Provincial Administrator's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Provincial Government Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Travel Order <ol style="list-style-type: none"> <li>1. Previous Travel Report</li> <li>2. Communications</li> <li>3. Approved by the Office Head</li> </ol> Application for Leave <ol style="list-style-type: none"> <li>1. Medical Certificate, if sick leave covers more than 5 successive days.</li> <li>2. Certification from the Office Head that no pending works will be affected of the leave applied for.</li> <li>3. Approved by the Office Head</li> </ol> <p>All aforementioned documents shall be signed by the appropriate signatories as may be required.</p>		Provincial Administrator's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>DURATION</b>	<b>PERSON RESPONSIBLE</b>
Forward documents	Receive the documents	None	5 mins.	Admin Aide III & Admin Aide II
	Check, review and record the documents.		3 mins.	Admin Aide III & Admin Aide II
	Approve or disapprove		15 mins.	Provincial Administrator
	Release to the Docket Office		15 mins.	Joanna D. Basallaje

**b. OFFICE ORDERS AND MEMORANDA ISSUED BY THE PROVINCIAL ADMINISTRATOR**

<b>Office or Division:</b>	Provincial Administrator's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Provincial Government Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Communications requesting or reports as basis for order				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>DURATION</b>	<b>PERSON RESPONSIBLE</b>
Forward communications	Receive communications	None	5 mins.	Admin Aide II or Admin Assistant

	requesting or reports as basis for order			
	Record the communications		2 mins.	Admin Aide II or Admin Assistant
	Review and determine necessary actions and responses		15 mins.	Provincial Administrator
	Drafting of Office Orders or Memoranda		20 mins.	Information Officer
	Final Approval		10 mins.	Provincial Administrator
	Delivery of Orders to concerned persons or offices		15 mins	Administrative Aide II

### c. DOCUMENTS AND REPORTS FOR APPROVAL OF PROVINCIAL GOVERNOR

Disbursement Vouchers, Obligation Request, Purchase Request, Purchase Order and Abstract of various suppliers and contractors in relation to their transaction with the Provincial Government of Sorsogon.

Allotment Release Orders or any other documents for compliance and submission of various offices.

<b>Office or Division:</b>	Provincial Administrator's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Provincial Government Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Documents and reports for approval  All documents must be signed by the appropriate signatories. (The Provincial Accountant, Provincial Budget Officer, Provincial General Services Officer, Provincial Treasurer or any other person as may be necessary)		Provincial Administrator's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>DURATION</b>	<b>PERSON RESPONSIBLE</b>
Forward documents and	Receive the documents		5 minutes	Admin Aide III & Admin Aide II

reports	Check, review and record the documents		3 minutes	Admin Aide III & Admin Aide II
	For approval		15 minutes	Provincial Administrator
	Recommend and endorse to the Provincial Governor, if necessary		30 mins.	Provincial Administrator
	For approval		Provincial Governor	30 mins.
	Release to Docket Office		Admin Aide II	15 mins.



**PROVINCIAL ADMINISTRATOR'S  
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<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Thru External Client Satisfaction Monitoring Form (ECSM) or Internal Client Satisfaction Monitoring form (ICSM)
How feedbacks are processed	ECSM and ICSM are being evaluated and rated per month and submitted to Provincial DICO
How to file a complaint	Complaint could be address to the Governor-copy furnish PHRMO
How complaints are processed	<ol style="list-style-type: none"> <li>1. Complaints should be address to the Governor, and furnished the PHRMO as chairman of Grievance Committee under Administrative Order No. 18-A-2019.</li> <li>2. The Grievance Committee will convene to discuss the complaints filed together with the complainant and the office person being complained. The Provincial Legal Officer will represent the Governor during deliberation, being the hearing officer of Administrative Cases under Rules on Administrative Cases in the Civil Service (RACCS).</li> <li>3. Copies of Resolution after the hearing be furnished the Office of the Governor, PHRMO, complainant and the office/person being complained.</li> <li>4. If the complainant is not satisfied with the action taken by the Grievance Committee, the complainant may elevate the complaint to the Civil Service Commission (CSC) Sorsogon Field Office for proper disposition.</li> </ol>
Contact Information of CCB, PCC, ARTA	It shall also include the following hotline: <ul style="list-style-type: none"> <li>• 8888 – Presidential Complaints</li> </ul>

	<p style="text-align: center;"><b>Center</b></p> <ul style="list-style-type: none"> <li>• <b>0908-881-6565 – CSC Contact Center ng Bayan</b></li> <li>• <b>478-5093 – Anti-Red Tape Authority</b></li> </ul>
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<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
<b>Provincial Administrator's Office</b>	<b>2<sup>nd</sup> floor, SPDRMO Building, Capitol Compound, Sorsogon City (temporary)</b>	<b>+63948-6632-252</b>